

Escalation



While we don't anticipate any problems, we have a system in place in case something goes awry.

STEP ONE

Report service issues to UPN at **1-866-963-4237**,
or **NOC@UPNFIBER.COM** 24x7x365.

STEP TWO

The escalation process provides another method for obtaining information and resolutions, once an issue has been reported to UPN.

See next slide:

NOC Escalation



Level	Name	Email	Cell
1st	Brian Naylor, Manager Network Operations Center	brian.naylor@upnfiber.com	816.381.0278
2nd	Marcus Prieto, Director of Network Operations Center	marcus.prieto@upnfiber.com	816.591.3045
3rd	Nebraska Shanon Morris, Regional Vice President	shanon.morris@upnfiber.com	402.575.1239
	Central Iowa Clark Lundy, Regional Vice President	clark.lundy@upnfiber.com	515.321.3336
	Eastern Iowa Brent Striegel, Regional Vice President	brent.striegel@upnfiber.com	319.491.4760
	Kansas City Harold Kalwei, Regional Vice President	harold.kalwei@upnfiber.com	816.500.3737
	Colorado Christian Kessler, Operations Manager	christian.kessler@upnfiber.com	303.263.0174
	San Antonio Rick Valadez, Regional Vice President	rick.valadez@upnfiber.com	210.789.6803
	Texas Bill Tyler, Regional Vice President	bill.tyler@upnfiber.com	469.354.3214
	New Mexico/Arizona John Hufnagel, Regional Vice President	john.hufnagel@upnfiber.com	505.301.9118
	IL, WI, OH, IN, GA, VA George Forbes, Regional Vice President	george.forbes@upnfiber.com	478.832.0669
TX, AR, OK Eric Filkins, Regional Vice President	eric.filkins@upnfiber.com	832.497.3264	

The 4th and 5th Levels are continued on the next slide.

NOC Escalation



Level	Name	Email	Cell
4th	North Region Huck Ihnat, Vice President, Operations	huck.ihnat@upnfiber.com	816.922.9334
	South Region Jimmy Chapman, Vice President, Operations	jimmy.chapman@upnfiber.com	816.656.1281
	Central Region Vincent Herrera, Vice President, Operations	vincent.herrera@upnfiber.com	505.301.9124
5th	Thomas Pope, Senior Vice President, Operations	thomas.pope@upnfiber.com	704.290.4671

Order Escalations



While we don't anticipate any problems, we have a system in place in case something goes awry.

STEP ONE

To assist UPN in tracking and coordinating all necessary activities for resolving issues quickly, please include your UPN order number when escalating an issue.

STEP TWO

The escalation process provides another method for obtaining information and resolutions, once an issue has been reported to UPN.

See below:

Level	Name	Email	Cell
1st	<i>Assigned Project Manager</i>	TBD	TBD
2nd	Tim Davis (CO, IA, IL, KC, NE) Manager, Project Management	timothy.davis@upnfiber.com	816.708.8294
	Dan Murray (NM, TX) <i>Sr. Manager, Project Management</i>	dan.murray@upnfiber.com	816.206.6500
	Brianne Fernandez (Wireless) <i>Manager, Project Management</i>	brianne.fernandez@upnfiber.com	816.602.2060
3rd	Kelly Ayars <i>SVP, Business Integration and Data Management</i>	kelly.ayars@upnfiber.com	816.286.5954



Billing Escalations

While we don't anticipate any problems, we have a system in place in case something goes awry.

STEP ONE

To assist UPN in tracking and coordinating all necessary activities for resolving issues quickly, please include your UPN circuit ID when escalating an issue.

STEP TWO

The escalation process provides another method for obtaining information and resolutions, once an issue has been reported to UPN.

See below:

Level	Name	Email	Phone
1 st	Kim Foxworthy <i>Customer Account Specialist</i>	billing@upnfiber.com	816.425.3564
2 nd	Jeremy Capell <i>Accounting Manager Billing</i>	jeremy.capell@upnfiber.com	816.897.2230

Account Team Contacts



We are looking forward to staying in touch! If you need anything, please don't hesitate to contact us. We are here to help, just ask.

LET'S TALK!

Reach out to your assigned Wireline
Account Manager/Director

FIND US



TWITTER :
@UPNFiber



LINKEDIN:
linkedin.com/company/unite-private-
networks



FACEBOOK :
[https://www.facebook.com/
uniteprivatenetworks](https://www.facebook.com/uniteprivatenetworks)

ADDITIONAL CONTACTS

Debbie Grasso
Managing Director Wireline Networks
Debbie.Grasso@upnfiber.com
515.212.5106

Jeremy Andrews
Group Vice President
Jeremy.Andrews@upnfiber.com
918.640.7813